Massachusetts Department of Transportation
Registry of Motor Vehicles Division

Board Report

December 11, 2017

Inspection Program Update

Statewide program stability established after initial implementation continues

- School pupil transportation companies were able to successfully complete the October/November vehicle inspection cycle for “7D vehicles”

First Inspection & Maintenance Program Advisory Council (IMPAC) meeting of new program held on November 28th

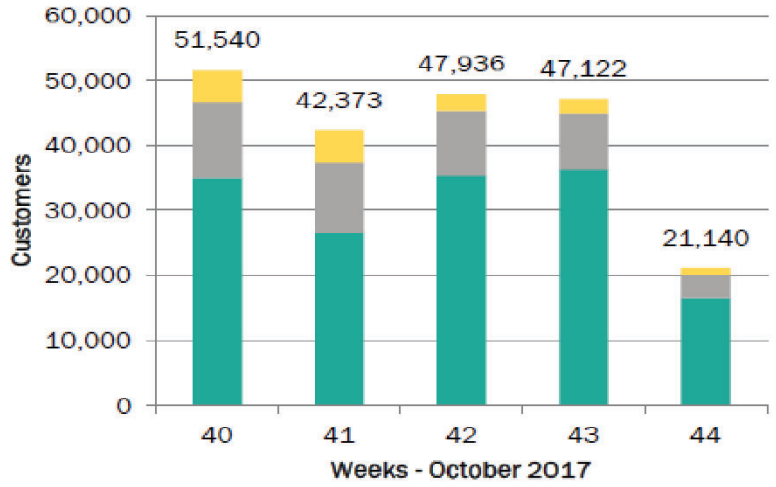
- IMPAC meets quarterly to provide inspectors and stations opportunity to discuss issues of consequence to their businesses and operations, including program and policy changes, with RMV/DEP/Applus

Applus starts site visits December 11th to help stations with remaining camera technology installations

- Installations will be done across state
- Small number of beta stations will start testing new equipment
- All stations will be added incrementally vs. big bang roll-out by mid-February 2018

RMV Service Center Metrics
October 2017

Service Centers - Systemwide



Customers waiting 60+ minutes	7%
Customers waiting 30-60 minutes	21%
Customer waiting under 30 minutes	71%
Total Customers	210,111

Region	% of customers waiting under 30 mins	% of customers waiting 30-60 mins	% of customers waiting 60+ mins	Total customer volume
Central	70%	23%	7%	46,790
Northeast	59%	27%	14%	51,055
Southeast	75%	20%	5%	67,161
Western	84%	13%	3%	29,834

RMV Service Center Performance Stabilization Efforts

In 2017, the RMV has worked to achieve a more consistent, reliable service performance across the state

Efforts included:

- Basic computer skills training for 50 team members in preparation for ATLAS
- Training for 150 service center staff for new hires, cross-training for staff hired within the past year and re-training for longer term staff in need of skill refreshing to improve performance
  - 62 staff trained in licensing transactions
  - 38 staff trained on registration transactions
  - 29 staff received suspensions training
  - 21 staff received cash handling/cashier training

RMV Service Improvements

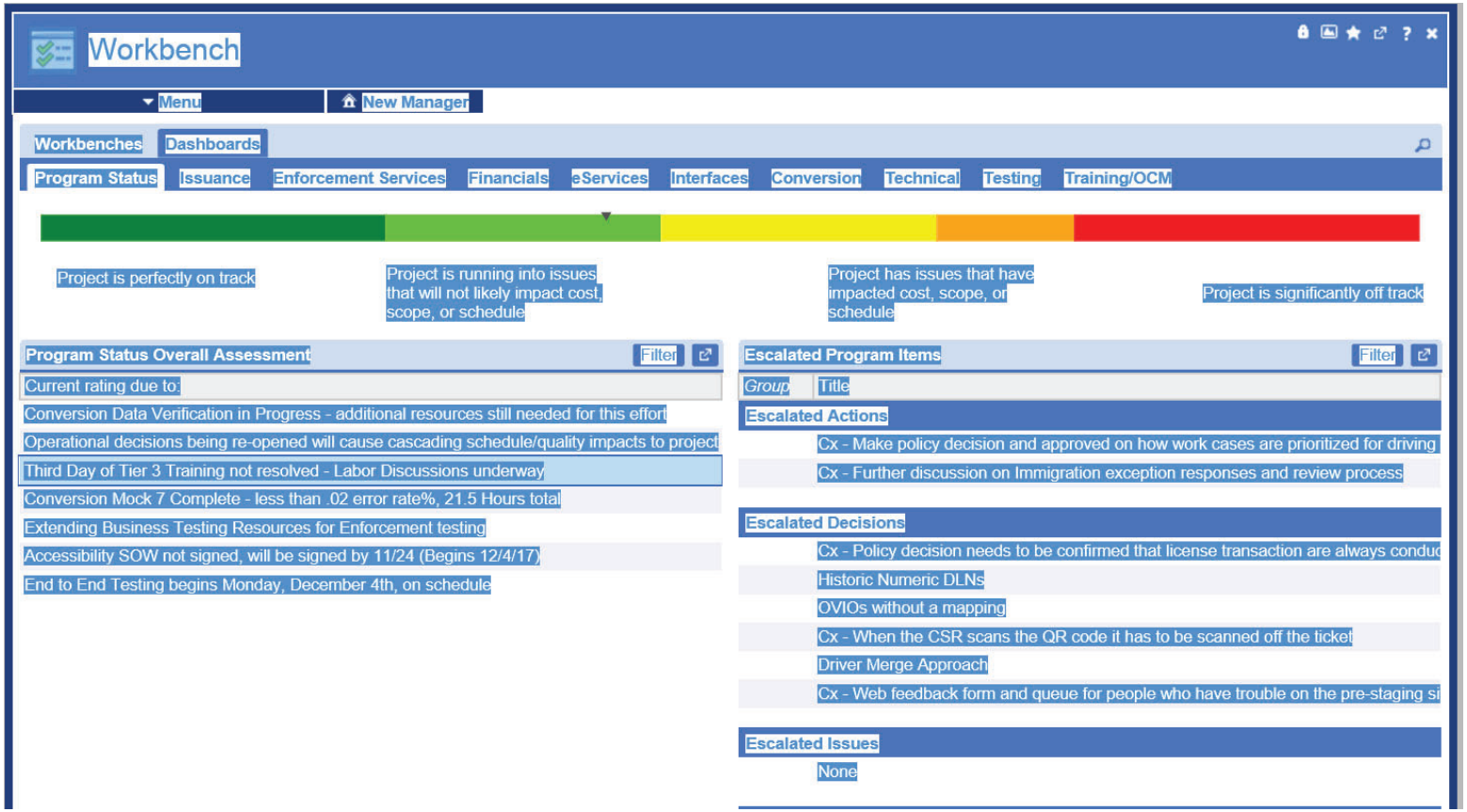
The RMV has worked to improve its delivery of road tests for non-commercial driver's license applicants

- Increased the number of driver license examiners to 45.5 by December 11th
- Reached agreement with SEIU/NAGE to allow for creative partnership with Motorcycle Rider Education Program rider coaches to supplement Alternative Hours road tests for driving school customers
  - 21 rider coaches are available on as needed basis to offer weekend tests during motorcycle off-season
  - Cost to customer is the same as the cost if RMV examiner conducted test
  - Additional resources enabling the RMV to offer increased test opportunities to reduce test backlog
  - Increased Alternative Hours Program tests in turn makes more tests available to customers Monday-Friday

RMV also conducting in series of outreach events to the driving school industry

- November 22nd second Driving School Summit held to update on road test program performance improvements
- ATLAS Program Stakeholder sessions held December 7th and 8th to introduce the industry to upcoming changes, including the change requested by driving schools to have Driver's Education Certificates issued electronically to Junior Operators and electronic road test eligibility determination

ATLAS Program- December 15th Marks 100 Days to Release 1 Go-Live


Workbench
Menu
New Manager
Workbenches
Dashboards
Program Status
Issuance
Enforcement Services
Financials
eServices
Interfaces
Conversion
Technical
Testing
Training/OCM
Project is perfectly on track
Project is running into issues that will not likely impact cost, scope, or schedule
Project has issues that have impacted cost, scope, or schedule
Project is significantly off track
Program Status Overall Assessment
Filter
Current rating due to:
Conversion Data Verification in Progress - additional resources still needed for this effort
Operational decisions being re-opened will cause cascading schedule/quality impacts to project
Third Day of Tier 3 Training not resolved - Labor Discussions underway
Conversion Mock 7 Complete - less than .02 error rate%, 21.5 Hours total
Extending Business Testing Resources for Enforcement testing
Accessibility SOW not signed, will be signed by 11/24 (Begins 12/4/17)
End to End Testing begins Monday, December 4th, on schedule
Escalated Program Items
Filter
Group
Title
Escalated Actions
Cx - Make policy decision and approved on how work cases are prioritized for driving
Cx - Further discussion on Immigration exception responses and review process
Escalated Decisions
Cx - Policy decision needs to be confirmed that license transaction are always conduc
Historic Numeric DLNs
OVIOs without a mapping
Cx - When the CSR scans the QR code it has to be scanned off the ticket
Driver Merge Approach
Cx - Web feedback form and queue for people who have trouble on the pre-staging si
Escalated Issues
None

ATLAS Program

Program team met milestone of kicking off ATLAS end-to-end testing on December 4th

- These test sessions will take place daily except Wednesdays
- Customer Experience end-to-end testing will take place on Wednesdays in RMV model office to ensure program has sufficient tools and supports in place for staff and customers to transition